

CSBG Recovery Act Local Plan

Please refer to your instructions prior to completing the Community Services Block Grant (CSBG) Recovery Act Local Plan.

Submit To:

Department of Community Services and Development
Attention: Community Services Division
P.O. Box 1947
Sacramento, CA 95812-1947

Section I - Agency Information

Agency Economic Opportunity Commission of San Luis Obispo County, Inc.
Address 1030 Southwood Drive
City San Luis Obispo


Agency Contact Person Regarding CSBG Recovery Act Local Plan

Contact Person Lillian Judd
Title Director of Planning and Program Development
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Section II - Certification

1 As a part of the efforts to ensure transparency and accountability, the Recovery Act requires Federal agencies and grantees to track and report separately on expenditures from funds made available through the stimulus bill. Please check to acknowledge that your agency is aware of this requirement and has the capacity to track CSBG Recovery Act program activities and expenditures separately from all other CSBG or other funding, including activities and expenditures carried out by delegate agencies and other service providers supported by subcontracts under Recovery Act funding. ☒

The undersigned hereby certify that this agency complies with the requirements of this CSBG Recovery Act Local Plan and the information in this plan is correct and authorized.


Board Chair


Chief Executive Officer

5/11/09
Date

5/11/09
Date

CSBG Recovery Act Local Plan

Section III - DUNS Number

Provide your agency's Data Universal Numbering System (DUNS) number. If your agency has not registered, do so and provide the number below.

DUNS Number 58901950

Section IV - CCR Number

Provide your agency's Central Contractor Registration (CCR) number. If your agency has not registered, do so and provide the number below.

CCR Number 54GQ6

Section V - Verification of Public Inspection

Provide verification of public inspection of your agency's CSBG Recovery Act Local Plan. Documentation of public inspection must also be provided, i.e. copy of web page, e-mail blasts, etc.)

A) Describe how your agency made this Local Plan available for public inspection.

Our plan will be posted on our website which can be located at www.eocslo.org as a .pdf file. Although it is not a requirement, we will alert as many groups that we collaborate with about this plan in order to be transparent and accountable with this money.

Section VI - General Plans

For each question in this section, provide a comprehensive narrative of what plans you have made to date.

A) Provide a description of Recovery Act projects for purposes of creating and sustaining economic growth and employment opportunities. Include a description of targeted individuals and families; services and activities; and how the services and activities are tailored to the specific needs of the community.

The new jobs created and existing jobs sustained provide economic growth and opportunities.

Teen Wellness Program

Six peer providers who will retain their employment as a result of ARRA funds will provide teen-designed, free, confidential and comprehensive reproductive health and family planning services to over 2,200 male and female teens, ages 15-19, in San Luis Obispo and Arroyo Grande clinic locations. One hundred percent of teens are below 200% of poverty level.

The clinic manager represents a job retained. She oversees this innovative program and trains and supervises teen staff so they may deliver teen-friendly, culturally competent services to their peers.

The division director represents a job retained. She oversees six safety net health care programs which help prevent unintended pregnancy, sexually transmitted infections and HIV disease, reproductive cancers, and chronic diseases among male and female clients, ages 12-64. Ninety-eight percent of clients are below the 200% poverty level.

Liberty Tattoo Removal Program

The Liberty Tattoo Removal (LTR) Program Coordinator represents a job retained. LTR provides free laser tattoo removal treatments to San Luis Obispo County residents. LTR addresses the need for tattoo removal of antisocial and/or gang-related tattoos for male and female adults and juveniles who are motivated and committed to increasing their economic, social and health opportunities by pursuing a significant lifestyle change. The program assists this vulnerable population in transitioning out of unhealthy lifestyles and/or

CSBG Recovery Act Local Plan

prison and into society; from a life of abuse (physical, drug or emotional) to assimilation into our County and society at large. This program breaks down barriers to and moves them toward employment and self-sufficiency. Removing offensive tattoos and developing job skills through community service hours allows LTR participants to be more competitive in this tight job market.

Homeless Services Case Manager

The Homeless Services Program provides services to homeless families and individuals of all ages. Providing a homeless services case manager will restore a job and create economic opportunity by providing job training for a developmentally disabled person. The case manager will assist people who are recently homeless in accessing the resources they need to become stabilized and maintain their job or obtain a new job, including tenant-based rental assistance/first month's rent, job training or vocational education.

Prado Day Center Supervisor

The Homeless Services Program provides services to homeless families and individuals of all ages. Providing a site supervisor of our homeless day center creates a new job and ensures that the increased needs of homeless families and individuals accessing services at the center will be met with services that are relevant to today's economy and reality.

Central Administration Positions

There are four newly created positions in the agency's Central Administration Department that will be funded through Recovery Act funds: accountant, planning assistant, staff development coordinator, and advancement assistant. These four positions will assist the agency in sustaining our programs and services that are provided in the community based on need. The accountant will support all the projects proposed for this ARRA funding by becoming well educated in the requirements of ARRA and will train all accountants on ARRA requirements, thereby providing for proper oversight and responsive accounting, thus ensuring the sustainability and success of each project. The planning assistant will help the Planning/Program Development Department in grant research and help develop new funds to sustain and expand essential programs and services. The staff development coordinator will coordinate, conduct and track trainings for direct service providers by developing staff skills and knowledge in order to better serve clients. The assistant to the Director of Advancement and Community Relations will be responsible for assisting with the implementation of the "Keeping the Promise Education and Outreach Project" which will promote ARRA activities and efforts that create and sustain economic growth and employment opportunities. This will include assisting with the education of SLO staff, clients, partners, and the community about these activities and endeavors.

IT Database Transfer and Training

The IT Database Transfer and Training will strengthen the infrastructure of the current IT department by providing an industry standard database system. In addition to strengthening the systems, this project also includes a training portion that will support the IT staff in learning and understand the .NET framework to better serve agency staff. This current standard database system is based on Microsoft Access and is difficult to support. With the new system in place, it will better serve and strengthen the entire agency by allowing us to run more efficiently.

B) Provide a description of the service delivery system for Recovery Act projects for purposes of providing a wide range of innovative services and activities. Include a description of the geographical area served.

area:

San Luis Obispo County is located on the Central Coast midway between San Francisco and Los Angeles. Neighboring counties are Monterey to the north, Santa Barbara to the south and Kern to the east. San Luis Obispo (SLO) County is considered medium-sized (3,316 square miles) and semi-rural. The county has only seven cities distributed across four distinct geographic regions: North Coast, North County, Central County, and South County. The Cuesta Grade separates North County from the city of San Luis Obispo and the South County region, and represents a significant geographic barrier for people without dependable personal transportation.

CSBG Recovery Act Local Plan

Census data from the 2007 American Community Survey (ACS) reports a countywide population of 260,278 persons. Approximately 24% of the population is aged 19 years and younger. The senior population (ages 65 and older) makes up approximately 14% of the total population. According to the ACS the population of minors (ages 0 through 17) in the County is currently 48,780, or 20% of total population. Of the 48,780 children in the county, 5,836, or 12% are living below the Federal Poverty Level. As an example, in a classroom of 25 children, approximately three of those children are living in poverty. Children ages 6 through 11 make a majority of the children in poverty.

The total population of adults (ages 18 and over) in the county living in poverty is 27,050 which are approximately 14% of the total adult population. Fifty-two percent of adults in poverty are women. A reason for this ratio is due to the number of senior females in the county. According to the ACS, there are 1,746 female seniors in poverty compared to 628 male seniors. The number of female seniors in poverty constitutes 9% of the total female population.

The *2008 Transit Needs Assessment* reports "the majority of households with incomes below \$25,000 are in Morro Bay (Coast), Oceano (South County), San Miguel (North County), and San Luis Obispo (Central County). San Luis Obispo has the highest share of households, likely due to Cal Poly students."

The major factors that contribute to poverty in San Luis Obispo County are limited access to:

- head-of-household employment
- affordable or workforce housing
- primary, specialty, dental, and mental health care
- educational opportunities that lead to employment
- public services (safety net services, child care, transportation)

general service delivery system:

The safety net services available in SLO County are provided by public agencies, private nonprofit agencies, and community-based and faith-based organizations large and small. There are more than 1,000 nonprofits in SLO County, many of them focused on helping meet the basic needs of community residents. Despite the number of public and private agencies and organizations involved, longstanding relationships and service agreements support a collaborative service delivery system. Much of the planning, development and coordination of services is done through the county's major planning collaboratives: the Children's Services Network, Adult Services Policy Council, Homeless Services Coordinating Council, Supportive Housing Consortium, Local Child Care Planning Council, and Emergency Food and Shelter Program Local Board. The Community Action Partnership of San Luis Obispo County, Inc. (CAPSLO) plays an integral and active role in each of these collaborations.

211 SLO Hotline, the local 24 hour information/referral agency, maintains a social services database and produces an annual service Directory that enables persons in need of services to research a resource by category (such as *food*), by provider (such as *food pantry*), by region (such as *North County*), or by agency (such as *CAPSLO*). Computers with internet access are available in public locations such as libraries, DSS offices and other community service sites so that vulnerable populations can be trained to use the website for real-time, self-navigation of the safety net service system. Though 211 SLO Hotline has served the county since 1970, it has never seen such a *sea change* in the volume and tone of calls. Hotline reports, "In 2008, 211 SLO Hotline handled 19,355 requests for help. Calls for food and financial assistance increased over 100%, and requests for legal assistance, rental assistance and senior services were far more frequent. As stresses mounted, they were reflected in the number of calls related to substance abuse, physical abuse and domestic violence." The agency also reports that "The calls received have increased in intensity; the problems are more serious and the callers are more upset and stressed...callers are less satisfied with the referrals and information they receive...a reflection of the high expectations of the 'newly poor. The newly poor are more easily angered, are less able to navigate the system, are highly stressed, and embarrassed about their plight."

CSBG Recovery Act Local Plan

employment-related service delivery systems:

For purposes of this ARRA application we will focus on the service delivery systems related to **employment** and **employment supports**. Over the past decade, the county's Private Industry Council and the California Employment Development Department have blended their services into a One-Stop Career Center system that serves both job seekers and employers. This model includes other community service partners in planning and implementation of service strategies and resource utilization, including: public and private agencies; County Office of Education; local community colleges; Housing Authority; private sector businesses; and service organizations such as SCORE, the Economic Vitality Corporation, and Mission Community Services Corporation. The Workforce Investment Act consolidated numerous federal and state employment programs, with a local Workforce Investment Board (WIB) coordinating job training and employment services through the One-Stop Career Center.

There are currently two Career Centers in the County, Creekside Career Center in San Luis Obispo (Central County) and the Estrella Career Center in North County. In July 2009, Shoreline Workforce Development Services, a division of Goodwill Industries, will take over One-Stop Career Center job training and placement services. A new center is also under development in the South County. To complement One Stop services, Cuesta College offers youth employment services and programs, and has created numerous "fast track" training programs to support CalWORKs parents, at-risk youth and other workforce development target populations.

Quality, affordable, accessible **child care** is a primary employment support for working families regardless of income level. CAPSLO has been central to the planning, development and provision of child care services in SLO County for decades. The agency helped establish the county's Child Care Planning Council to develop child care priorities and services countywide. Capacity-building to increase the supply of quality child care providers has been a high priority. Cuesta Community College offers courses to prepare students for employment in the field. CAPSLO's CEO has been a part-time instructor in Human Development and Administrator of Early Childhood Education (ECE) programs at Cuesta College, helping prepare students for employment in ECE. CAPSLO's Child Care Resource Connection (CCRC) provides free services and incentives to train and support child care providers, recreational program staff, center-based staff, and parents entering and staying in the child care provider field.

In addition to capacity-building to increase the County's supply of quality child care slots, CCRC operates child care subsidy programs, helping to pay child care costs so low-income families are able to participate in job training programs, seek employment and remain in the workforce. CCRC is also the resource and referral agency for SLO County, maintaining a list of licensed child care providers, and providing referrals to families seeking care, including culturally-competent, after-hour, weekend, and special needs care.

The County's public **transportation** systems are very limited in terms of routes and hours of operation. This is especially hard on low-income households dependent on public transit to get to child care, schools, jobs, and critical appointments. Employees doing early/late shift work and agricultural workers in rural areas are most impacted.

SLO County also has some of the highest gas prices in the nation. In addition to California's more stringent gasoline standards, local prices are driven up by "the cost of transportation to bring gasoline to the Central Coast, high overhead because of real estate prices and less competition" according to a 5/23/07 *Tribune* article.

C) Describe how your agency will use Recovery Act funds to meet the short-term and long-term economic and employment needs of individuals, families and communities.

San Luis Obispo County's economy and workforce are a mix of agriculture, tourism and related service jobs, large utility companies, and state/local government employment. From 2000 to 2005, the number of

CSBG Recovery Act Local Plan

employed county residents grew from 99,000 to 104,800, a net gain of 5,800 jobs.

In March 2008, the State Employment Development Department Labor Market Information Division reported 108,200 county residents employed: 4,000 were *farm jobs* and 104,200 were *non-farm jobs*, including 91,000 *service providing* and 13,200 *goods producing* jobs. Preliminary figures for March 2009 show that 104,400 County residents were employed (a loss of 3,800 jobs): 4,100 were *farm jobs* and 100,300 were *non-farm jobs*, including 88,100 *service providing* and 12,200 *goods producing* jobs.

Typically higher wage occupations are in the fields of medicine, real estate, financial services, utility companies, and government employment. Except for a small increase in the number of educational and health service jobs; all of these fields lost jobs in the 12 months ending May 2009. The 2009 *San Luis Obispo County Economic Outlook* projected that by 2010, the county will have experienced three consecutive years of lost jobs. This will leave the county's 2010 job base down by 3,500 jobs from 2007." The Forecast goes on to say that the "industrial sectors that are expected to lose the most jobs are: construction, finance, professional and technical services, leisure and hospitality services, and the public sector." Less people are buying new homes, investing their money in the stock market, and vacationing. The public sector has been hurt due to budget cuts on the state and local levels.

The County's unemployment rate rose from approximately 5% in March 2008 to 8.7% in March 2009. Though this is lower than the state or national rates, it does not reflect the local workers who are underemployed. SLO County's labor market is skewed by approximately 30,000 Cal Poly University and Guesta College students (not including SLO County students who attend college in northern Santa Barbara County), and the "urban flight" of professionals with "trailing spouses" moving here from major metropolitan areas. Students and "trailing spouses" compete with locals for entry-level jobs just to get a "toe-hold" in this high cost-of-living area. The loss of jobs resulting from the recession is causing students to stay in college longer, further exacerbating the competition for entry-level and low-wage jobs.

Regardless of economic level, all households need access to education and training to prepare for employment, and opportunities to join the workforce and experience job advancement and wage progression. Low-skill, entry-level jobs are needed to expand on-the-job training opportunities. A vibrant economy depends on easy entry into the workforce, where skill-building, wage progression and health benefits can assist workers to achieve family self-sufficiency.

In the short-term, CAPSLO will help low-income community members access safety net services to meet their basic needs, alleviate their immediate cash flow problems; and connect to family development services and skill-building that address family stability. CAPSLO's LifeBound Leadership and Teen Academic Parenting programs both provide services to help teens build job-readiness skills and develop career goals. Support services include assisting with writing resumes, conducting job searches, filling out job applications, developing interview skills, and being introduced to different businesses and professions.

Teen peer providers work 15 hour per week in specially-designed teen clinics. Not only do they receive intensive training about specific reproductive health facts and issues, they also obtain on-the-job training and exposure to careers in the health profession. They learn job skills such as the importance of punctuality, confidentiality, trust, reliability, and responsibility; professional communication skills with medical staff, clients and peers; conducting pregnancy and HIV tests; and pregnancy and HIV counseling skills. Working in a medical setting allows for critical thinking skills, good judgment and job satisfaction to be developed -- critical factors for future success and longevity in the workforce. Several peer providers have gone on to pursue careers in health profession.

To the extent possible we will also expand on-the-job training opportunities within our agency to build marketable skills, confidence and competence; employment history; and connections to the broader community for effective employment networking. CAPSLO's Liberty Tattoo Removal Program provides laser treatments to remove offending anti-social or gang-related tattoos in order to eliminate employment barriers

CSBG Recovery Act Local Plan

and broaden employment opportunities. Program participants are required to do 16 hours of community service with a local nonprofit of their choice before each laser treatment. This experience helps participants get to know the community, give back to an agency of their choice, and begin to build relationships that may lead to employment and other positive opportunities.

In the short- and long-term, CAPSLO will also continue to train child care providers to ensure that, as the workforce grows, families have dependable quality care for their children. As the primary trainer of community child care providers, CAPSLO teaches providers how to support quality environments for children, and develop sound business skills that ensure their success and longevity in the child care field. Child care provider training creates jobs, from entry-level to head-of-household; and supports development of micro-enterprise opportunities. With these new skills, individuals can work in child care centers, in existing child care homes, or start their own family child care businesses. These newly created jobs help individuals become self-supporting child care providers, child care employees and/or successful business owners, thus contributing to the economic growth of our county as well as to the provider's family financial stability. Locally, the vast majority of persons trained over the years have started their own businesses.

CAPSLO is also working with leadership of the Workforce Investment Board, California Conservation Corps, Center for Employment and Training, One Stop Career Centers, and other employment providers to plan and coordinate employment and training opportunities in energy conservation, weatherization and other green jobs for county residents.

D) Provide a description of how linkages will be developed to fill identified gaps in services, through the provision of information, referrals, case management and follow up consultations.

Persons seeking assistance with employment or employment supports are referred to the One Stop Career Centers for career counseling, vocational testing, job training, and job seeking services. CAPSLO's CEO serves on the Workforce Investment Board and its Executive Committee and continues to advocate for development of jobs and job training -- especially for head of household jobs, youth employment, retraining to help workers move out of agriculture, and supported work opportunities for persons with special needs.

CAPSLO partners and networks with numerous public and private agencies and community organizations to address general and unique gaps in needed services; for example, CAPSLO's Liberty Tattoo Removal Program (described under short-term and long-term economic and employment needs). County residents with offensive anti-social, gang-related tattoos often encounter negative attitudes, stereotyping, prejudice, and discrimination which create barriers to employment.

CAPSLO's Liberty Tattoo Removal Program works with other service providers including Corrections, Parole, Public Health, Social Services, Behavioral Health, and Drug/Alcohol Services. CAPSLO participates in a monthly Parolee Orientation held at the San Luis Obispo One Stop Career Center. The purpose of the Orientation is to bring parolees to a "services fair" where they can connect with community resources and services. Community service providers are present to share information about available services such as housing, employment, food stamps, health and dental care, and mental health and substance abuse counseling. Each meeting features at least one motivational speaker, usually ex-cons who share how they are managing since their release from prison. The message is *"welcome home; we're here to help you settle in and succeed on the outside"*. The tone is supportive but sets realistic expectations for cooperating with available providers to achieve a stable, positive living situation. Parolees are required to connect with at least three service providers. Without this collaborative Orientation, parolees would have no other resources than the \$200 "gate money" given to them at time of release.

E) Provide a description of how Recovery funds will be coordinated with other public and private resources, to avoid duplication and/or supplanting.

CSBG Recovery Act Local Plan

Because no single agency can meet all the needs of the low-income community, CAPSLO has been highly collaborative since its inception. Highly functioning collaboratives have become the norm in our County, and the directors of our public and private social service agencies really do work together to ensure that the basic needs of our most vulnerable populations are being met. The County agencies working most closely with low-income populations are Social Services (DSS), Public Health, Behavioral Health, Drug/Alcohol, and Planning/Community Development. DSS, in particular, has reached out to community-based organizations (CBOs), and contracted for the delivery of direct services in order to benefit from the trust CBOs have established with target populations. This makes the delivery of social services more transparent; not at the client level where client confidentiality is strictly observed, but at the community level where service mandates, service funding and service delivery systems are visible. Collaboration for the development and support of community service systems has resulted in higher standards of service, smoother coordination of their delivery, as well as greater transparency.

There was broad community collaboration to develop the county's welfare-to-work plan, implement welfare reform, create the Systems Affirming Family Empowerment (SAFE) system-of-care family resource centers, redesign child welfare services, develop the Mental Health Services Act local plan, and re-invent the County's health clinic system. Throughout these collaborative endeavors, public and private service providers have come to a better understanding of each other's mandates, missions, services, resources, organizational capacity, facilities, staffing, and service outcomes.

Through these efforts we have improved our partnering skills and are moving in the direction of aligning our missions without being territorial; combining resources without being competitive; and sharing challenges without being judgmental. The process of maintaining strong relationships and open communication between service providers is labor-intensive, challenging and ongoing; however, in a county our size, it is the most efficient way to ensure that safety net services are not being duplicated; that services are being delivered efficiently and cost-effectively; that services achieve desired outcomes; and that mainstream resources are being appropriately utilized.

F) Provide a description of how the funds will be used to support innovative community and neighborhood based initiatives related to the purposes of the Recovery Act, which promotes food, housing, health services and employment-related services and activities.

This funding will allow us to increase the innovative services already in place that are experiencing an increase in demand and allow us to add to an array of services by strengthening our infrastructure through increased funding sources, training in best practices, a responsive accounting process, and effective outreach.

G) Provide a description of the community-needs assessment (which may be coordinated with community-needs assessments conducted for other programs).

In order to be a "voice" for the low-income community, we must first be the "eyes and ears" of marginalized community members; therefore, CAPSLO's data gathering process is ongoing. Throughout the year we actively listen to the people we serve: program staff and volunteers, the community partners we work with, and local funders and policy makers. We use client satisfaction surveys to determine whether CAPSLO services provided meet the client's needs. We hold focus groups with target populations to identify their needs so that program resources are directed to help meet those needs.

CAPSLO's key staff also participate in all the collaborative councils, task forces, coalitions, and committees that are tasked with local social service planning. We are part of the research, discussion, decision-making, and implementation efforts for pilot programs, demonstration projects and new ventures that address emerging or growing needs of low-income community members.

CAPSLO senior management are responsible for gathering and reading an array of data, reports, surveys, studies, and other programmatic and community literature, and sharing important information with their

CSBG Recovery Act Local Plan

program staff, other CAPSLO departments, and community colleagues and partners. The agency receives regular updates of key community documents to analyze for pertinent data and information about current or emerging issues.

As we prepare to write our Community Action Plan (CAP) every two years, we move from the informal, ongoing listening process to the more structured process of attending and hosting meetings to elicit public input. CAPSLO's Planning staff is currently gathering community input and the most up-to-date secondary data for review and analysis along with our own program data. We attend the meetings where economic updates and forecasts are shared with elected officials and the business community; strategic planning sessions held by public agencies where major issues are transformed into major goals and/or new programming; and conferences where social trends and upcoming community issues are discussed and brainstormed. We visit service sites operated by other agencies to interview their clients and staff.

Planning for effective utilization of the CSBG ARRA funding coincides with implementation of the agency's 2010-2011 CAP Community Needs Assessment. This year the testimony of low-income community members has been peppered with the fears and frustrations of the economic meltdown. County residents are fearful about the jobs that have been lost; the declining value of their homes and increasing mortgage foreclosures; reductions in basic services, including health care and education; loss of retirement income and savings; and the limited economic opportunities and growing debt in their children's futures. Living in California, with its ongoing State financial crisis, adds more dark clouds to the horizon. The projects we propose for ARRA funding address the fears and needs of local struggling households.

H) Provide a description of the service delivery system for benefit enrollment coordination activities for purposes of identifying and enrolling eligible individuals and families in Federal, State, and local benefit programs. Include a description of the geographical area served and a listing of sub-grantees provided the services and service areas.

Staff is available at CAPSLO service sites throughout the county to help clients and low-income community members understand their eligibility not only for CAPSLO programs, but for the basic social service programs that low-income families typically access. CAPSLO case managers and family advocates help individuals and families access all the mainstream resources to which they are entitled. Staff helps with identifying resources, completing applications or enrollment forms, following up with social service appointments, and advocating for services. If low-income community members are not enrolled in CAPSLO programs, they can still request information/referral and forms assistance from CAPSLO's bilingual Community Liaison. Culturally-competent staff are available at most CAPSLO service sites and always at CAPSLO's main office.

As an example of our commitment to seamless access to eligible services, CAPSLO's Homeless Services staff and Planning Director are working in a broad-based community collaboration focused on developing expedited enrollment for Supplemental Security Income (SSI). SSI is a key mainstream resource for low-income, disabled persons; however, the process to access it is long, arduous, labor-intensive, demeaning, and unforgiving. It can take 3-5 years from filing initial claim to receipt of SSI benefits. That time will be filled with automatic denials, lost records and bureaucratic indifference to the suffering and hardships of SSI applicants. We are working with Social Security, Social Services, Public Health, Community Health Centers, emergency shelter providers, California Rural Legal Assistance, and the Veterans Administration to develop a local solution to this long-standing problem.

J) Describe your education and outreach projects to advertise and market the Recovery Act services and outcomes.

CSBG Recovery Act Local Plan

Implementing our local CSBG Recovery Act Plan provides an opportunity for CAPSLO to expand community action services to more people than ever before. A critical element of our expanded activities will be to efficiently and effectively "tell the story" about our efforts and activities that support the newly poor who have been severely impacted by the recession. To this end, we will adapt an education and outreach plan developed by the California/Nevada Community Action Partnership with the goals of: raising public awareness about our ARRA activities; communicating their impact and results regarding jump-starting the economy, creating and/or saving jobs, and moving forward into the 21st century; and garnering public support for our efforts. The activities included are designed to be used over a longer period than the stimulus funds. Our efforts will be coordinated with the California Department of Community Services and Development State Plan.

The following elements of our "Keeping the Promise Education and Outreach Project" will occur over an 18 month period (and beyond) and include:

- special project ARRA logo available only to Project participant agencies
- one-hour show on "Fulfilling the Promise", comprised of three segments focused on ARRA activities of our choice, including several infomercials and cameos
- three additional 15 minute segments highlighting other CSBG and ARRA activities
- three 2.5 minute infomercials to highlight a project or activity of our choice
- press releases, spots and show edits for local use
- show segments posted to electronic social networks such as NING and YouTube with 24/7 viewing availability
- access to E-blasts, Internet postings, electronic newsletters, etc.
- printed and electronic press kits and information/resource packets/materials to use with County Board of Supervisors and City Councils
- monthly reports that track hits on the show website and let us know who viewed the segments and for how long
- regional media relations training
- travel stipends for our low-income clients or Board members to attend the show recording in Sacramento

CAPSLO's Director of Advancement and Community Relations will be responsible for implementing all elements of the "Keeping the Promise Education and Outreach Project". All materials will be adapted to include our logo and the ARRA logo. The one-hour show or segments will also be used for staff training, client outreach and education of our partners. This new medium will enable CAPSLO to promote specific and innovative services and activities; collaboration with other public and private resources; outcomes achieved regarding jobs created and/or saved to demonstrate our efficacy; and other information of community interest. CAPSLO's CSBG Recovery Act Local Plan will be posted on our website.

Outputs:

1. 1 - one-hour show comprised of three segments
2. 3 - 15 minute additional segments
3. 2 - 2.5 minute infomercials
4. 3 - press releases, spots and show edits

Outcomes:

1. By December 31, 2009, a one-hour show on "Fulfilling the Promise", comprised of three segments focusing on specific Community Action Partnership of San Luis Obispo County's ARRA activities, will be completed.
2. By December 31, 2009, three additional 15 minute segments, three 2.5 minute infomercials, and press releases, spots and show edits highlighting our Community Action Partnership of San Luis Obispo County's ARRA activities will be completed.
3. By September 30, 2010, at least 300 Community Action Partnership of San Luis Obispo County's employees, clients and partners will be educated about our efforts and activities that benefit low-income residents and the newly poor who have been impacted by the recession.

CSBG Recovery Act Local Plan

4. By September 30, 2010, at least 100 hits on the show website will be documented.

Section VII - Energy Coordination

For each question in this section, provide a comprehensive narrative of what plans you have made to date.

A) Describe how your agency has/will establish a mutual referral service agreement with your local energy provider to ensure that clients receive services that support their progress towards achieving self-sufficiency.

This agency administers the Low-Income Energy Programs in San Luis Obispo County, including LIHEAP, DOE, PG&E Energy Partners and So Cal Gas Direct Assistance Programs. There is an ongoing mutual referral of clients for CSBG and Energy services. Beyond referrals only, there is an active promotion of Energy programs to CSBG clients through group presentations to staff and program clients to maximize participation of our clients in Energy's weatherization, utility assistance and home repair programs which also serves to assist the agency in achieving its contract goals in all Energy programs.

B) Describe the activities your agency will conduct to actively coordinate with the local energy program in employment training and job placement of clients.

Energy staff has met with leadership of the local Workforce Investment Board, California Conservation Corps, Private Industry Council, Center for Employment & Training and other local employment service providers to plan and coordinate employment and training opportunities in the Energy and in other Green job growth areas.

Section VIII - Workforce Development Projects and Activities

In this section, provide information on projects or activities that will be funded in part or totally by Recovery Act funds that will be administered by your agency. For each project or activity, include the following: title, cost, an estimate of the number of jobs created or retained, and a description of the project or activity.

CSBG Recovery Act Local Plan

A.1) Project/Activity #1

Title Staff Development Coordinator

Cost \$28,587

Est. # of Jobs ☒ Created # .25 FTE ☐ Retained #

Description

Currently there is no formal staff development program in place within our agency. Training is handled department by department without regard to the cost efficiencies of centralizing this service. The coordinator would be responsible for developing training modules for specific programs and positions, training or coordinating trainings for agency staff, and developing a centralized staff development tracking system. This position would work with Senior Management to develop and provide "in-house" training on topics that would enhance staff performance and productivity. Employees providing direct services to clients would receive initial training when starting with our agency regarding procedures and processes. The initial training would provide a foundation for new employees and the continuing trainings would focus on increasing skills and knowledge that would better serve our clients. The Coordinator would also oversee the agency's "organizational provider" billing and train staff on MAA (Medi-Cal Administrative Activities) billing, in order to increase program revenues.

Outputs:

1. 10 hours per week dedicated to developing training modules, training or coordinating trainings, and developing a centralized staff development tracking system.

Outcomes:

1. 100% of the staff development coordinator's time will be dedicated to developing training modules, training or coordinating trainings, and developing a centralized staff development tracking system.

A.2) Project/Activity #2

Title Planning Assistant

Cost \$30,038

Est. # of Jobs ☒ Created # .50 FTE ☐ Retained #

Description

This newly developed position will be located in the Planning and Program Development Department of our agency. The department is currently staffed with a planning director and four planning/program development specialists. With the department working at full-capacity, and with the planning director retiring in July 2009, a planning assistant is essential to the agency. The main duties of this position would entail grant research and funder, contract and report tracking. With this position focused on grant research it would allow the current planning/program development specialists to focus on grant writing. Additional funding opportunities would be determined and more grants would be written, increasing our chances of funding essential programs and services.

This one position would have a major impact in our community. It would not only employ one more person in our community but also guarantee

CSBG Recovery Act Local Plan

that our agency's services would be sustained or expanded. In these difficult economic times the need for our services has increased and developing our funding opportunities would enhance our services to meet those needs.

Outputs:

1. 20 hours per week dedicated to grant research for new funding opportunities, and tracking funder information, contracts and reports.

Outcomes:

1. 100% of the planning assistant's time will be dedicated to grant research and funder, contract and report tracking.

A.3) Project/Activity #3

Title	Liberty Tattoo Removal Program
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Cost	\$37,324
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Est. # of Jobs	<input type="checkbox"/> Created #	<input checked="" type="checkbox"/> Retained # .50 FTE
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Description

Liberty Tattoo Removal's target population includes a significant number of individuals who are unable to secure employment. Participants typically range from 15-60 years of age. Many LTR participants are ex-gang members or ex-convicts who have very visible tattoos which frequently render them unemployable. This program allows this vulnerable population to take a positive step towards, not only employment, but a healthier lifestyle which means becoming a productive community member and a positive role-model to their children, family members and friends. The program empowers participants by providing them with hope and opportunity for a better future; it helps break the generational chains of addiction, incarceration, abuse, and poverty that have shackled their lives. Program participants also make a difference in creating positive links to the community. For many participants, volunteering through the LTR program provides the first opportunity in which they have felt needed, valued and essential to the health of their community. Participants learn how to socialize and work with others in a constructive manner. Volunteering builds job skills, connections that can lead to better employment and motivation to continue education; and improves self-esteem.

The LTR program reduces barriers to employment for this non-mainstream population and teaches them to positively contribute to the community and to their families. This program assists clients in becoming more presentable and responsible members of society, and increases their chances of gaining employment or obtaining a better paying job. For the local community, this means more self-sufficient members of society who are non-reliant on the social services system, and who are breaking the cycle of violence and poverty. Finding employment or improving employment helps keep families together because participants are positively contributing to their families (financially and emotionally). They become positive role-models to their children by teaching them to live a healthy lifestyle, to make good choices and to become productive members of society.

Outputs:

CSBG Recovery Act Local Plan

1. 250 laser treatments will be provided to clients.
2. 35 new clients will be enrolled in the program.
3. 3,500 hours of volunteer service will be provided to local nonprofit organizations and public agencies.

Outcomes:

1. 98% of new clients who enroll in the program will receive one or more laser treatments.
2. 78% of participants will report lifestyle improvements in one or more areas surveyed. Survey areas include improvement in: employment status and skills, personal safety, self-esteem, relationships with family, friends, significant others, and the community in general, to name a few.
3. 100% of participants would recommend the program to someone else.

A.4) Project/Activity #4

Title	Prado Day Center Supervisor
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Cost	\$67,270
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Est. # of Jobs	<input type="checkbox"/> Created # <input checked="" type="checkbox"/> Retained # 1 FTE
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Description

The Day Center Supervisor will oversee the Prado Day Center which serves as the County's only homeless day center. Responsibilities include oversight of all operations, staff and volunteers providing showers, laundry, restrooms and storage and a central site for coordinated professional and community benefits, support services and resources. The increase in people needing the day shelter's services and resources has made the operation of this center more complex and created a Day Center Supervisor.

Outputs:

1. 1,500 homeless individuals will access the Prado Day Center
2. 6,000 contacts will be made by homeless individuals with service providers at the Prado Day Center

Outcomes:

1. 70% of individuals accessing the Prado Day Center will develop a life-changing plan leading to positive change.

A.5) Project/Activity #5

Title	North County Homeless Case Manager
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Cost	\$34,840
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Est. # of Jobs	<input type="checkbox"/> Created # <input checked="" type="checkbox"/> Retained # .5 FTE
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Description

This will restore .5 FTE of a homeless case manager in the "north county" area of San Luis Obispo County. This area is experiencing an increase in homeless individuals as a result of the economic downturn while, at the same time, the majority of the HUD funding for case management for this area is being diverted by the County to meet unfunded HUD requirements for an HMIS system. This resulted in the loss of 2.5 FTE homeless case managers leaving only enough for one .5 FTE position. ARRA funding will restore the other .5 FTE so there will be

CSBG Recovery Act Local Plan

at least one case manager available in this area.

The case manager will be aiding people who are recently homeless in accessing what they need to become stabilized and maintain their job or get a new job, including tenant based rental assistance/first month's rent, job training or vocational education resources.

In addition, by restoring this to a full time position, we will be able to provide on-the-job training for one .5 FTE case aide position for a participant PathPoint, a community partner which provides job training for people with developmental disabilities.

Outputs:

1. 20 households stabilized and better able to maintain or find a job through referrals made to tenant based rental assistance/first month's rent
2. 20 referrals to job training
3. 1 PathPoint participant trained as a homeless case aide

Outcomes:

1. 20% of homeless case manager's time will be spent connecting homeless individuals to the San Luis Obispo Housing Authority, Department of Social Services, and our own agency for first month's rent or tenant based rental assistance.
2. 80% of households referred for housing will be housed.
3. 50% of households referred to job training will increase their ability to earn money.
4. One PathPoint participant will acquire the necessary job skills to be a homeless case aide.

A.6) Project/Activity #6

Title	Teen Wellness Program	
Cost	\$112,737	
Est. # of Jobs	<input type="checkbox"/> Created #	<input checked="" type="checkbox"/> Retained # 2.83 FTE
Description	<p><i>T.H.E. Center</i> (Teen Health Education) is a teen-designed reproductive health clinic that provides confidential, convenient, caring, and culturally sensitive services for male and female teens up to age 19. With the support of a clinic manager and nurse practitioner, six peer providers (extensively trained teens) work as receptionists, educators and medical assistants. Services include reproductive health exams, education, birth control, emergency contraception, pregnancy testing and counseling on all options, STI screening and treatment, HIV testing and counseling, Hepatitis B vaccinations, diagnosis and treatment of abnormal Pap smears, case management of all abnormal lab results, and appropriate referrals. <i>T.H.E. Center's</i> successfully branded logo and reputation has been instrumental in reaching teens countywide.</p> <p>A diverse, bicultural teen staff, ages 15-19, are representative of youth in our community and are valued as active and equal members of the clinic team. By virtue of their intensive training and job responsibilities, they develop career goals (often in the health care profession) and essential leadership skills, and serve as strong role models and peer educators in</p>	

CSBG Recovery Act Local Plan

the community. In 2003, a comprehensive program evaluation by UC San Francisco revealed that *T.H.E. Center's* peer provider model "significantly increased teen access and utilization of reproductive health services." The California Wellness Foundation heralded *T.H.E. Center* as "the most successful of all funded programs under their teen pregnancy prevention initiative".

The clinic manager is responsible for recruiting, hiring, training and supervising peer providers on an ongoing basis. Peer providers require close supervision and clinic-flow monitoring because of their age, developmental factors, school and extracurricular schedules, and lack of work experience. Additionally, clinics need to be scheduled, supplies and education materials ordered, and protocols developed or revised.

The division director is responsible for oversight of six Health Services programs to include: all reproductive health clinical services; an education program which provides comprehensive sexual health education in every school district countywide; and asset based, youth development, pregnancy prevention project for low-income, minority youth; a case management program for pregnant and parenting teens; a mobile senior health screening program for senior residents; and a tattoo removal program for those with anti-social and/or gang tattoos.

This innovative program acts as a critical link to family planning services for CAPSLO's other adolescent pregnancy prevention programs, as well as a trusted resource for schools and prevention programs countywide. Not only are reproductive health services frequently the first portal for young people into the health care system, for many low-income individuals, they remain a vital safety net for health care throughout their lives.

Outcomes:

1. By September 30, 2010, six peer providers will be trained and supervised on an ongoing basis, clinics will be scheduled, and protocols will be developed, maintained or revised as appropriate.
2. By September 30, 2010, six peer providers will provide comprehensive reproductive health and family planning services, education, referrals and follow-up as appropriate to a minimum of 2,200 teen clients, ages 12-19, evidenced by the clinic's Practice Management Data Collection System.
3. By September 30, 2010, peer providers will conduct outreach to a minimum of 300 of their peers and refer them to *T.H.E. Center* for reproductive health and family planning services.

Outputs:

1. 2,200 teen clients will receive reproductive health and family planning services
2. 300 teens will be referred to *T.H.E. Center* by peer providers

A.7) Project/Activity #7

Title	Accountant
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Cost	\$79,884
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Est. # of Jobs	<input checked="" type="checkbox"/> Created # 1 FTE	<input type="checkbox"/> Retained #
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CSBG Recovery Act Local Plan

Description	<p>This Project will provide a new accounting position of 1 FTE Accountant. This accountant will be trained in ARRA requirements for finance and instruct other agency accountants responsible for the projects proposed herein. Through properly accounting for ARRA funding, this project will be in part responsible for every job saved and created described in this application.</p> <p>Outputs:</p> <ol style="list-style-type: none"> 1. 40 hours per week dedicated to training other accountants in the ARRA funding and to help track ARRA spending and fiscal compliance. <p>Outcomes:</p> <ol style="list-style-type: none"> 1. 2 existing accountants trained on ARRA requirements.
A.8) Project/Activity #8	
Title	Advancement Assistant
Cost	\$42,190
Est. # of Jobs	<input checked="" type="checkbox"/> Created # .5 FTE <input type="checkbox"/> Retained #
Description	<p>The 50% FTE assistant to the Director of Enhancement and Community Relations will be responsible for assisting with implementation of all elements of the "Keeping the Promise Education and Outreach Project." This will include adaptation of the CAPSLO logo and the ARRA logo to all materials produced; selection of ARRA activities to highlight in the one hour show, 15 minute segments, infomercials, press releases, spots and show edits; tracking of the hits on the show website; and other responsibilities associated with the Education and Outreach Project. The assistant will also help coordinate staff training, client outreach and education of our partners.</p> <p>Outputs:</p> <ol style="list-style-type: none"> 1. Assist in selecting highlights for 1 one-hour show comprised of three segments 2. Assist in selecting highlights for 3 15 minute additional segments 3. Assist in selecting highlights for 2 2.5 minute infomercials 4. Assist in developing 3 press releases, spots and show edits 5. Assist with coordinating at least 300 staff, client and partner trainings <p>Outcomes:</p> <ol style="list-style-type: none"> 1. By December 31, 2009, a one-hour show on "Fulfilling the Promise", comprised of three segments focusing on specific Community Action Partnership of San Luis Obispo County's ARRA activities, will be completed. 2. By December 31, 2009, three additional 15 minute segments, three 2.5 minute infomercials, and press releases, spots and show edits highlighting our Community Action Partnership of San Luis Obispo County's ARRA activities will be completed. 3. By September 30, 2010, at least 300 Community Action Partnership of San Luis Obispo County's employees, clients and partners will be educated about our efforts and activities that benefit low-income residents and the newly poor who have been impacted by the recession. 4. By September 30, 2010, at least 100 hits on the show website will be documented.

CSBG Recovery Act Local Plan

A.9) Project/Activity #9

Title	"Keeping the Promise" Education and Outreach Program		
Cost	\$25,000		
Est. # of Jobs	<input type="checkbox"/> Created #	<input type="checkbox"/> Retained #	
Description	Please see letter J		

In this section, provide information on projects or activities that will be funded in part or totally by Recovery Act funds that will be carried out by a delegate agency or other service provider pursuant to a subcontract with Recovery Act funds. For each project or activity include the following: title, subcontractor name, cost, an estimate of the number of jobs created or retained, and a description of the project or activity.

B.1) Subcontractor Project/Activity #1

Title	IT Database Transfer and Training		
Subcontractor	TBD		
Cost	\$14,472		
Est. # of Jobs	<input checked="" type="checkbox"/> Created # .5 FTE	<input type="checkbox"/> Retained #	

The purpose of this project is to hire a consultant to strengthen our agency's infrastructure, improve efficiency and effectiveness of our agency's database system to better serve clients, and increase our IT specialists' skill level by providing training in a new framework.

Our current database structure is based on the Microsoft Access program and we are finding that we need to "upgrade" our system to be able to handle our increasing services and client demand. By using the Microsoft .NET framework for our databases, we will find better usability, efficiency in streamlining our current databases, and proper support from trained .NET professionals in the community.

Description

Outputs:

1. Consultant will provide approximately 10 to 12 hours
2. Microsoft .NET consultant will begin transfer of databases from Access to the new framework
3. IT staff will be trained in the usage of the .NET framework

Outcomes:

1. 90% of agency's Access databases will be converted into the .NET framework
2. 75% of current agency IT specialists will be trained in the .NET framework
3. 75% of current agency IT specialists will have increased their skills by learning the .NET framework.
4. One job will be created for the subcontracting company

B.6) If you specified any project/activity in B.1, describe the process you will use to select the above subcontractor(s) to provide services funded in part or totally by the Recovery Act funds.

CSBG Recovery Act Local Plan

A request of proposals is sent out to various vendors. We will provide a scope of work that will include changing our database system to the .NET framework and training of our IT department to use the .NET Framework. We will follow all Federal and State guidelines. Once all the bids are submitted, they will be scored by the IT department, Chief Administration Officer, and other staff to find the best bid at the lowest price.

In the section below list all projects or activities that will be funded in part or totally by Recovery Act funds, the applicable National Program Indicator (NPI) and a description of the project or activity.

C) Under the regular CSBG program, eligible entities use funds to provide services and activities addressing unemployment, education, better use of available income, housing nutrition, emergency services and/ or health to combat the central causes of poverty. Such services continue to be supportable under the CSBG Recovery Act. *In recognition of the intent of the Recovery Act, agencies are encouraged to support employment related services and activities that create and sustain economic growth.*

<i>NPI</i>	<i>Project or Activity</i>	<i>Description</i>
1.1, 1.2	Tattoo Removal Program	1.1 Tattoo Removal Program Coordinator job saved; 1.2 Coordinator assists program participants to remove barriers to employment
1.1	Teen Wellness Program	1.1 Six Peer Provider jobs saved in this on-the-job training program for young persons interested in employment in health professions
1.1, 6.2	Homeless Case Manager	1.1 Case Manager job saved; 6.2 Case Manager will assist program clients to access needed emergency services, stabilize their income and secure permanent housing
1.1, 6.2, 4.1	Prado Day Center Supervisor	1.1 Day Center Supervisor job created; 6.2 Supervisor will assist program clients to access needed emergency services; 4.1 Position will reduce pressure on Friends of Prado which has accepted primary responsibility for sustaining program
1.1	Staff Development Coordinator	One Staff Development Coordinator job created
1.1	Accountant	One accountant job created; will train accountants on ARRA and coordinate ARRA accounting
1.1, 5.1	Planning Assistant	1.1 One Planning Assistant job created; 5.1 Position will increase the number of dollars mobilized by CAPSLO
1.1, 4.1	Advancement Assistant	1.1 One Assistant job created; 4.1 Assistant will assist in implementation of "Keeping the Promise" Education and Outreach Project"
4.1	"Keeping the Promise" Outreach Project	Education and outreach activities will promote CAPSLO ARRA , activities, partnerships, resources, and opportunities
5.1	IT Database Transfer and Training	This database upgrade will strengthen the capacity of the agency to better achieve results

D) Provide a description of planned infrastructure investments, the purpose, total cost and the rationale for funding the infrastructure investment with funds made available under the Recovery Act. (Capital Improvements are not allowable costs per P.L. 105-285 Sec. 678F)

CSBG Recovery Act Local Plan

The Recovery Act funds will not only help create and sustain jobs, it will also help strengthen the capacity of the agency by supporting our IT infrastructure, assisting our Planning and Program Development department to effectively find grants for our agency's programs, and developing our current staff by providing training and technical assistance. These projects, which are listed in A and B of this section, will provide job opportunities to the community and at the same time, help our agency better serve our community.

The Staff Development Coordinator will help streamline all trainings provided to the staff. This includes current, required trainings and also new trainings that will help build the capacity of the staff within programs in the agency. This coordinator will work with directors, managers, and supervisors on available trainings specific to their program and also general trainings pertaining to Community Action and other topics affecting the community as a whole.

The Planning and Program Development Assistant will assist the Planning department with grant seeking, database management, and other administrative duties. This position is listed under infrastructure as it supports the entire agency in finding funds to help sustain the programs. This position will help strengthen the capacity of the department by providing support in grant seeking and other administrative tasks that takes away from the current Planning and Program Development Specialists' time in focusing on the long-range needs and development of programs.

The IT Database Transfer and Training will strengthen the infrastructure of the current IT department by providing an industry standard database system that is flexible, portable, and customizable. Our current database system is based on Microsoft Access which is difficult to support. In addition to strengthening the systems, this project also includes a training portion that will support the IT staff in learning and understand this .NET framework to better serve the agency staff.

E) Will your agency use a portion or all the Recovery Act funds for administrative costs? Check the appropriate box.

- ☒ Yes, our agency will use a PORTION of the Recovery Act funds for administrative costs.
☐ Yes, our agency will use ALL of the Recovery Act funds for administrative costs.
☐ No, our agency will NOT use any of the Recovery Act funds for administrative costs.

E.1) If you checked one of the "YES" boxes in E, explain how the funds allocated to administrative costs will be tracked to a measurable outcome.

A portion of the Recovery Act funds will be used for administrative costs. In the effort to be transparent and accountable, our agency would like to use part of the Recovery funds to pay for an Advancement Assistant and an Accountant.

The Advancement Assistant will help assist the Director of Advancement and Community Relations in carrying out the "Keeping the Promise" outreach project. Outcomes of this position will be measured similarly to the outcomes of the Education and Outreach project since they are tied together.

The Accountant will be hired for the purposes of the ARRA funding. This position will assist the agency in handling all Recovery Act funding that will be received. The goal is to have all reporting and spending done timely and efficiently with transparency and accountability. Measurable outcomes will be the number of accountants trained in ARRA funding.

Section IX - Required Disclosures

For each question in this section, disclose any unresolved findings and/or recommendations, or any legal proceedings.

A) List all non-CSD funded programs administered by the agency within the past three (3) years that have unresolved findings and/or recommendations or have been terminated as a result of deficiencies.

CSBG Recovery Act Local Plan

None.

B) List all legal proceedings the agency is currently involved in or has been in the past three (3) years. Include a brief description of the proceeding and the outcome. If the proceeding is currently, active provide the status.

None.

Section X - Barriers

For each question in this section, provide information on potential barriers to your agency's success.

A) Identify any barriers that your agency feels it may face in meeting the requirements of the Recovery Act (i.e., subcontracting, staffing, workforce development, compliance with reporting, performance).

None.
